

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

HUMAN RESOURCES ASSOCIATE

DEFINITION

Coordinates the delivery of human resources services at the agency/department level and serves as the liaison with the Department of Administrative Services concerning human resources programs; may serve as lead worker over two or more support employees; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Provides information on Department of Administrative Services-Human Resources Enterprise (DAS-HRE) rules, policies and procedures, collective bargaining agreements and agency work rules and responds to requests for information from U.S. Department of Labor, Civil Rights, Employment Services and Attorney General.

Prepares human resources documents to add, remove, or change employees/positions in Human Resources Information System (HRIS) and benefits systems; distributes payroll warrants.

Participates in the hiring process by preparing job opening announcements, requesting lists of eligible applicants, verifying transfer eligibility, setting up interviews and requesting information on background and work history; may serve on selection or interview teams; informs proper authority of procedures for hiring.

Provides information on pay, benefits, minimum qualifications, employment application processes and position description questionnaires.

Requests lists of eligible applicants and tracks expiration date.

Verifies a person is legally eligible to work in the United States; reviews/completes Employment Eligibility Verification (I-9) forms when vacancies are filled.

Completes necessary documents when an employee separates; collects supplies/equipment from the employee and calculates leave payoff; explains post-employment information to employees; prepares separation form for State's unemployment service contractor.

Determines initial eligibility and tracks usage of Family and Medical Leave (FMLA) and donated leave for catastrophic illness; notifies employees of requirements to maintain benefits and employment status.

Reviews workers' compensation injury reports for completeness and calculates compensation rate; makes in-network medical appointments and tracks medical billings; provides DAS-HRE with information on claims under investigation.

Assists in the preparation of annual Affirmative Action plan; projects hiring goals; monitors interview process to ensure inclusion of protected class individuals; prepares hiring justification form.

Provides input on changes to DAS-HRE administrative rules/ manuals.

Oversees the maintenance of agency/department human resources files and ensure that information is retained according to state/federal laws, rules and regulations.

Notifies supervisors when performance evaluations are due and reviews forms to ensure they are completed/signed; advises management when employees are eligible for pay increases.

Verifies dollar amounts and makes recommendations for approval of employee claims/appeals to the State Appeal Board and State Insurance Commissioner.

Assists a supervisor by performing, in accordance with set procedures, policies and standards, such duties as instructing employees about tasks, answering questions about policies and procedures, distributing and balancing workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

COMPETENCIES REQUIRED

Knowledge of federal, state, DAS-HRE and agency/department programs, rules, regulations, policies and procedures as they relate to the composition and processing of employment, payroll, benefit and position control documents.

Knowledge of the inter-relationships between programs and operations of state agencies and those of the departments of DAS and Management.

Knowledge of the arithmetic computations required for completing payroll and special pay actions.

Ability to apply federal, DAS-HRE and agency rules, policies and procedures to specialized human resources functions such as payroll, benefits, compensation, classification, collective bargaining, selection, recruitment and Affirmative Action/Equal Employment Opportunity (AA/EEO).

Ability to provide advice and guidance regarding human resources matters to employees, supervisors, department officials and the general public.

Ability to compile and maintain records, reports and supporting documentation for processing and retrieval.

Ability to organize and present facts and opinions clearly and concisely, both orally and in writing.

Ability to do arithmetic computations involving the use of addition, subtraction, multiplication and division, including fractions and percentages.

Ability to gather, assemble and analyze facts, draw conclusions and develop solutions to problems in operations to which assigned.

Ability to apply considerable personal initiative in accomplishing challenging objectives.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to four years of full-time administrative support work, two years of which were in a human resources related program area;

OR

an equivalent combination of education and experience substituting post high school course work equal to thirty semester hours for each year of the required experience to a maximum of three years, with no substitution for one year of the required human resources related program experience;

OR

certification from the State of Iowa Administrative Assistant Certificate Program will substitute for six months of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to 12 months of full-time human resources related program or secretarial/administrative work.

Effective Date: 01/11 CH